



DEVLAL SAHADEVAN, CHE

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Hospitality professional/ Certified Trainer seeking senior level assignments in Training & Development with a growth-oriented organization of repute

PROFILE SUMMARY

- A seasoned professional with over 20 years of experience in **Learning & Development, Training, Performance Management and Quality Assurance**
- Skills in **designing & conducting customised training programmes** geared towards optimising knowledge and operational efficiencies of the organisation
- **A Strategic Planner and Learning & Development Professional** who helps and guides individual contributors in the Learning & Development Domain
- Possesses **P&L accountability and business development skills** for a consultancy or a training organization
- Expertise in **Quality Assurance**: ISO 9001, ISO 22000, **Health & Safety**, experience as Internal Auditor and MSC (Management System Coordinator)
- **An out-of-the-box thinker** with experience in designing & implementing practices in education, including interactive & innovative training as well as educational content
- **A dynamic leader**, able to bring energy, enthusiasm & humour to motivate team members to achieve potential and meet objectives / goals
- An effective communicator and team leader with proven team building and management abilities

NOTABLE ACHIEVEMENTS

- Essayed a stellar role in setting up Learning & Development Department for Gourmet Gulf Company, Dubai and AHM Marine LLC, Abu Dhabi
- Steered efforts in introducing 'Train the Trainer Program'
- Served as an Assistant to the Consultant in setting up:
 - European International College, Abu Dhabi, UAE
 - North Park Institute of Hotel Management, Chandigarh, India
 - Oriental School of Hotel Management, Wayanadu, Kerala, India
- Distinguished Toastmaster (DTM)

TEACHING / TRAINING EXPERIENCE

Apr' 15 – Apr' 21	AHM Marine LLC, Abu Dhabi as Manager – Training & Quality
Jun'13 - Jan' 15	Gourmet Gulf Company, Dubai as Learning & Development Manager
Mar'06 – Jul'12	European International College, Abu Dhabi as Lecturer – Food & Beverage Studies, Event Management & Facility Management
Sep'99 – Mar'06	Institute of Hotel Management & Catering Technology (Affiliated to National Council for Hotel Management & Catering Technology, New Delhi, Ministry of Tourism, Govt. of India), Trivandrum as Lecturer cum Instructor
Jul'99 – Aug'99	North Park Institute of Hotel Management, Chandigarh, India as Lecturer & Head of the Department (HOD)
May'95 – Jun'99	Oriental School of Hotel Management (Approved by All India Council for Technical Education, New Delhi, Affiliated to University of Calicut, Kerala), Wayanadu as Lecturer
Jun'94 – Apr'95	Casino Group of Hotels, Cochin, India as Management Trainee / Lobby Manager / Restaurant Manager

Key Result Areas:

- Highly creative & self-motivated with innovative ideas and concepts for increasing the transference of learning from classroom to the job and in motivating employees
- Building and fostering good employee interaction and motivating individuals to excel in the learning process, ensuring team members remain well-qualified to provide highest level of quality and service

- Coaching & training by using interactive discussions and “hands-on” approaches to help members learn and apply concepts in subjects
- Ensuring significant improvements in learning processes, quality & efficiency, utilizing resources and maintaining positive work environment
- Spearheading retention and productivity enhancement measures for the frontline professionals recruited; designing and developing competency based learning systems
- Identifying training needs across levels through mapping of skills for different roles and analysing existing level of competencies; understanding soft skill training needs and customizing training module accordingly
- Developing and deploying professional programs in sync with business requirements in aligned divisions
- Managing the development of training curriculum; formulating and reviewing training outlines
- Preparing pre-training & post training evaluation tools & kits; identifying potential areas for grooming employees and mentoring to develop appropriate modules

ACADEMIC DETAILS

2018	MBA – International Human Resources, VOU India
1994	Diploma in Hotel Management from Institute of Hotel Management & Catering Technology, Trivandrum (National Council for Hotel Management & Catering Technology, New Delhi, under Ministry of Tourism, Govt. of India)
1991	BA (English Language & Literature) from Bishop Moore College, Mavelikara, University of Kerala

PROFESSIONAL ENHANCEMENTS

- **CHE** (Certified Hospitality Educator) from EI (Educational Institute) of AH&LA (American Hotel & Lodging Association), USA
- **Certified Trainer**; SATS (South Asian Tourism Secretariat- in conjunction with European Commission) Kochi in 1996
- **Certified Trainer**, DTS (Direct Trainer Skills) from Administrative Training Institute, Mysore in 2001
- Advanced Certificate in Applied HACCP Principles
- AH&LA Instructor’s Certificate in Front Office Operations, Accommodation Operations, Facilities Planning, Hospitality Supervision, Hospitality Sales & Marketing, Culinary Principles, International Hotel Management.
- Certificate in “Group training techniques”, ProTraining, Dubai.
- **Certified Internal auditor** and MSC for the company: ISO 9001, ISO 22000
- Conducted Training Programs in Service Techniques, Salesmanship, Customer Care, etc. for hotels & organizations in Abu Dhabi (Al Diar Hotels, TDIC & ADTA)

PERSONAL DETAILS

Languages Known:	English, Hindi, Malayalam
Nationality:	Indian
Marital Status:	Married
No. of Dependents:	Two
Driving License:	Yes